

Child Care Automated Reporting System (CARS)

Tribal User Training

October 26, 2021

Objectives

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Provide an Overview of:

- CARS
- User Roles
- How to Request an Account
- How to Navigate CARS
- Available Resources

CARS Overview

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- Child Care Automated Reporting System (CARS) is a new, web-based data collection system that will replace the legacy Office of Child Care Information System (OCCIS) when fully implemented
- CARS will be implemented in phases - this is phase 1
- With the roll-out of CARS Release 1.0, the following CCDF forms are in:

CARS

ACF-700

ACF-800

ACF-118a (document repository)

legacy OCCIS

ACF-801

ACF-118

ACF-218

To access CARS, OCC recommends using Chrome, Firefox, or Edge

User Roles

Reminder: In the Legacy system, user accounts were approved via email.
In CARS, account approval is automated within the system.

Lead Agency Roles: Requirements

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Lead agency must identify:

- Data reporters (ACF-700 and ACF-800 for this release)
- Certifiers
 - Must be the Lead Agency designee who has the authority to transmit any required form to OCC
 - Can be CCDF Administrator who the Lead Agency has delegated the authority to transmit the Plan, or a Lead Agency official
 - Lead Agency should identify up to two Certifiers - a primary and a backup certifier - to ensure forms are submitted timely
 - There should be documentation (e.g. a law, a regulation, or some other written policy or document) that establishes who in the organization is authorized to act on behalf of and bind the organization in any legally enforceable way
 - If documentation is not current, each OCC Regional Office should have an email or a letter from each Lead Agency that identifies the Lead Agency designee(s) that have the authority to submit all required data, including the CCDF Plan, on behalf of the State, Territory, or Tribe.
 - CCDF Administrator changes need to be requested in CARS by requesting an account be disabled

User Roles: Lead Agencies

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Lead Agency User

Can enter, edit, and view Lead Agency data

Lead Agency Certifier*

Can enter, edit, view, AND submit Lead Agency data
Can approve Lead Agency user roles
In future releases, can submit/certify CCDF plans and quality progress reports

Lead Agency View Only

Can view their Lead Agency data

* **The Certifier(s)** must be legally authorized to act on behalf of the Lead Agency, thereby granting them the authority to transmit all required data, including the CCDF Plan, to OCC.

Questions and Answers



Request User Account

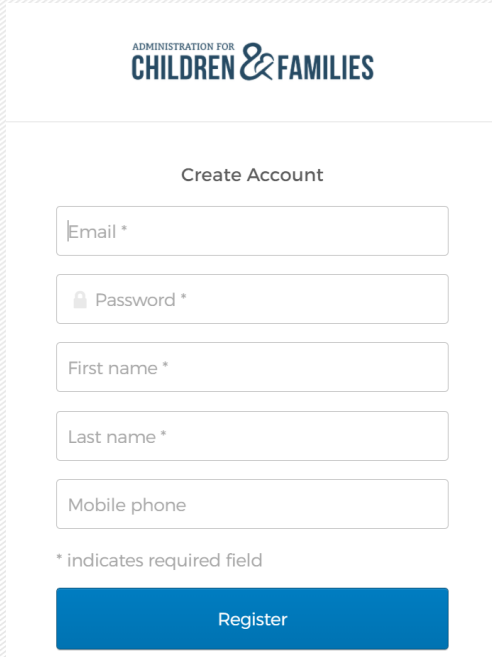
Two-Step Process

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1. Register to establish multi-factor authentication method (using Okta)
2. Request CARS user account

How to Register with CARS

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The screenshot shows the 'Create Account' page of the CARS (Child Abuse Reporting System) portal. At the top is the logo for the 'ADMINISTRATION FOR CHILDREN & FAMILIES'. Below the logo is the heading 'Create Account'. The form consists of several input fields: 'Email *', 'Password *' (with a lock icon), 'First name *', 'Last name *', and 'Mobile phone'. A note at the bottom left states '* indicates required field'. A blue 'Register' button is at the bottom right.

ADMINISTRATION FOR
CHILDREN & FAMILIES

Create Account

Email *

Password *

First name *

Last name *

Mobile phone

* indicates required field

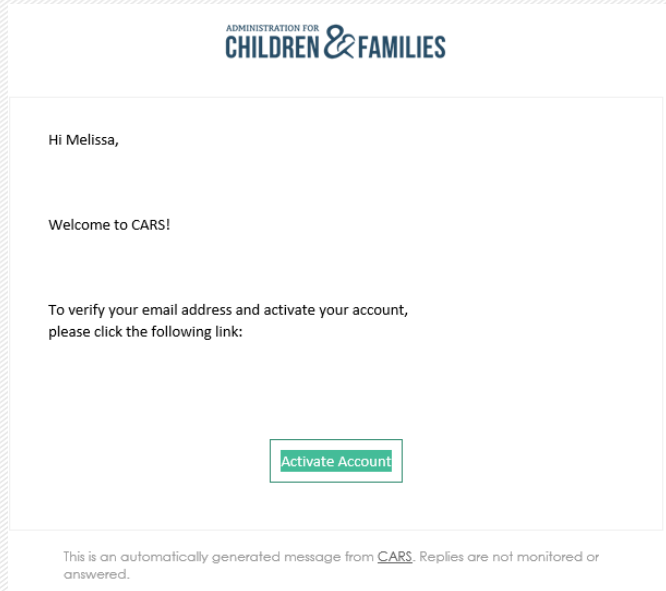
Register

1. Visit the CARS homepage:
<https://cars.acf.hhs.gov>
2. Scroll down and click:

Don't have an account? [Sign up](#)
3. Fill-in information (***Remember Password***)
4. Click “Register”

How to Register with CARS, pt 2

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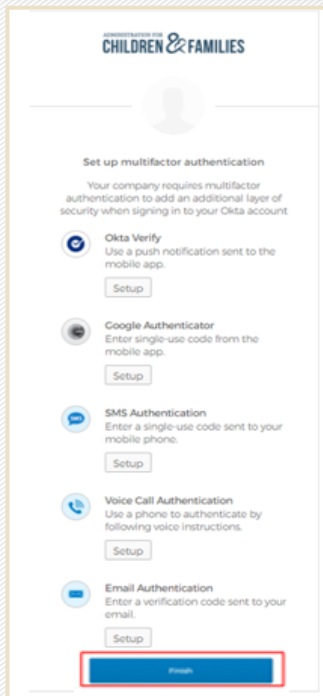


5. Check email from Okta and click account activation [link](#) from CARS

6. Setup Multi-Factor Authentication (MFA)

How to Setup Multi-Factor Authentication (MFA) with Okta

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1. Click link from email
2. Setup at least one MFA method
(use *each time you log in*)
3. Click the ***Finish*** button.

How to Setup Multi-Factor Authentication (MFA) with Okta


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Welcome to acf-occ, testingcars!
Create your acf-occ account


 Choose a forgot password question


What is the food you least liked as a child? 

Answer


 Add a phone number for resetting your password or unlocking your account using SMS (optional)


Okta can send you a text message with a recovery code. This feature is useful when you don't have access to your email.



 Click a picture to choose a security image

Your security image gives you additional assurance that you are logging into Okta, and not a fraudulent website.





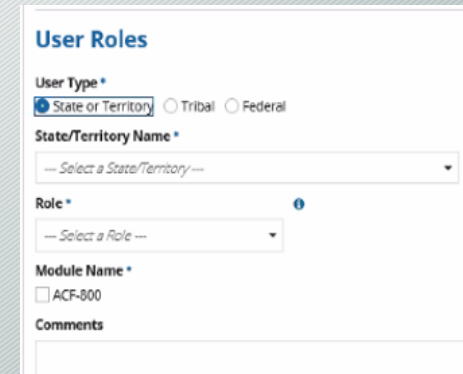
4. Setup Forgotten Password Retrieval (*at least 2 of the 3 methods*)
5. Click the **Create My Account** button

Request CARS Role and Module(s)

(your CARS account isn't established until role is approved)

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1. Select User Type → Tribal
2. Select Grantee Name → from drop-down list
3. Request User Role → User or Certifier or View Only
4. Request Modules you need access to → ACF-700 / ACF-118a
5. Add any appropriate comments and click **submit**
 - i. Automated emails generated to approver and requester
6. Once approved, login at: <https://cars.acf.hhs.gov>
7. Verify identity using the MFA method you selected



The screenshot shows the 'User Roles' form. It includes a 'User Type' section with radio buttons for 'State or Territory' (selected), 'Tribal', and 'Federal'. Below this is a 'State/Territory Name' dropdown menu with the placeholder text '— Select a State/Territory —'. The 'Role' section has a dropdown menu with the placeholder text '— Select a Role —'. The 'Module Name' section has a checkbox for 'ACF-800'. At the bottom is a 'Comments' text area.

Note: If your email address or phone number changes, update your CARS profile

Important Information



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Regional Office staff will receive an individual email notification when a user assigned to their region has requested a CARS account or a modification to their user role.

Questions about the status of any pending Lead Agency account approvals should be directed to your Regional Office.

Important Things to Remember

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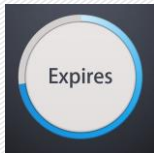
To keep your account established:



You must login to your CARS account at least every 60 days to avoid deactivation



5 days before your account is deactivated, you will receive an email reminder

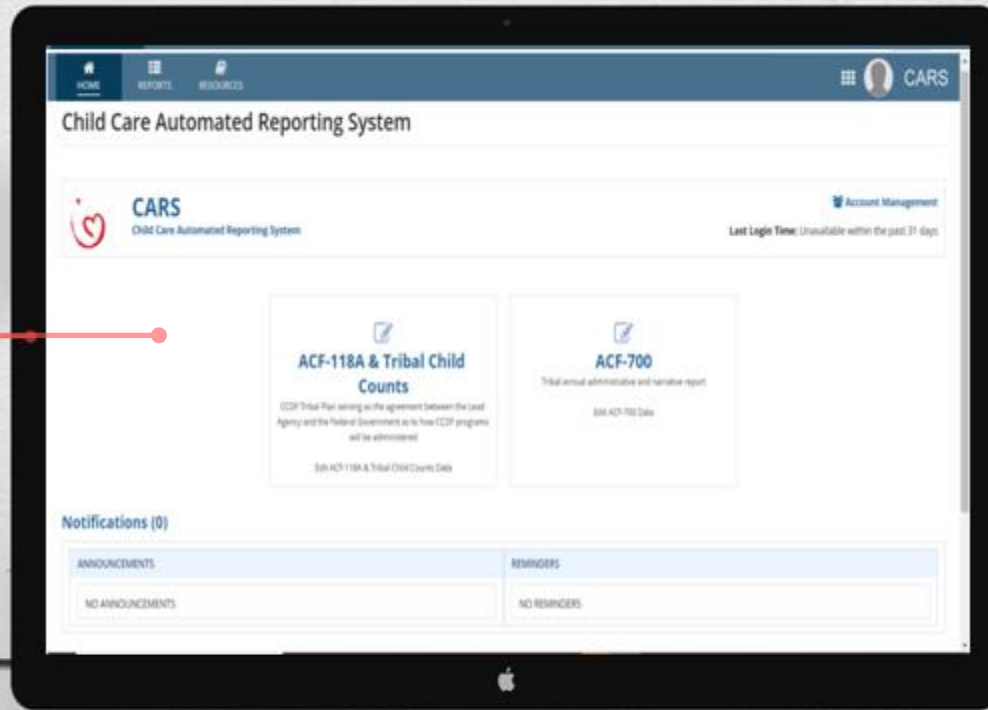


Your password will expire every 60 days. When you sign into CARS, beginning at the 5th day before the password expires, you will be reminded to update your password.

Questions and Answers



Federal Reports



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Note: You will only see the modules to which you have access. If you don't see the right modules, request module or role changes under Account Management.

Navigating CARS: Home Page

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The Home tile is available throughout the site.
Click to return to Home Page.



Available reports vary by user type - e.g., tribal grantees will have access to tribal reports.



Access information on how to utilize CARS, including how to enter data and how to submit a report.



Update profile, request user role changes, reset MFA, request to disable account



Access your profile and CARS settings, or sign out of CARS

Navigating CARS: Notifications

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Notifications (0)

ANNOUNCEMENTS

NO ANNOUNCEMENTS

REMINDERS

NO REMINDERS

OCC will inform users through Announcements and Reminders at the bottom of the screen

- *Click the notification or reminder to review it*
- *Click the “X” to dismiss the notification or reminder*
- *Click the **Delete** button to confirm*

Questions and Answers



Next Steps: Tribal Users

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Tribal Users

1. Submit CARS user account request

Regional Office Users

2. Approve tribal account requests

Set up your Okta Account!

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Navigate to:
<https://cars.acf.hhs.gov>
and set up your account

CARS Office Hours

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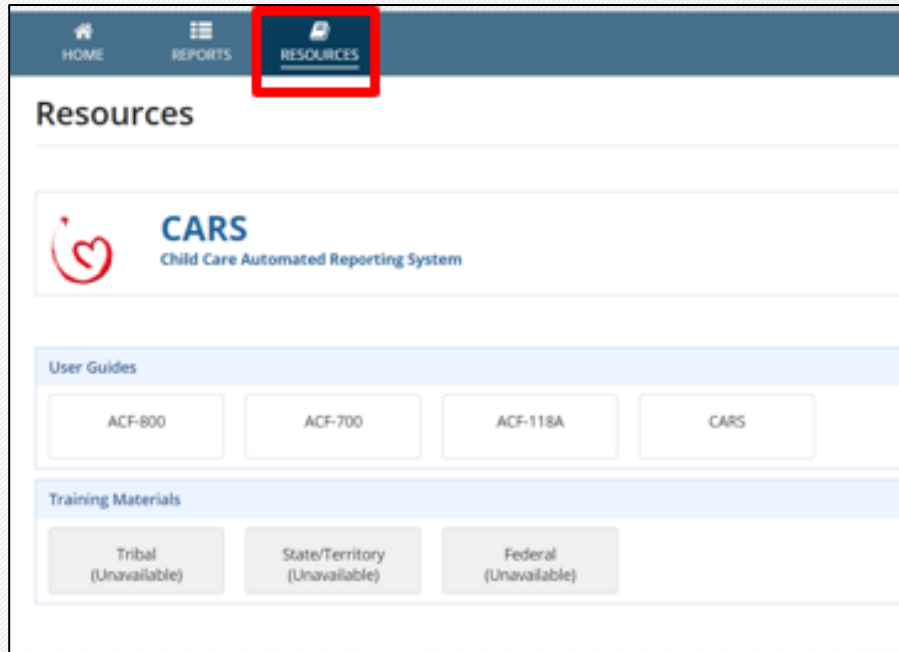
Date (Day)	1:00 - 2:30 ET	4:30 - 6:00 ET
Oct. 27 th (Wed)	X	X
Oct. 28 th (Thurs)	X	X
Oct. 29 th (Fri)	X	X
Nov 1 st (Mon)	X	X
Nov 2 nd (Tues)	X	X
Nov 3 rd (Wed)	X	X
Nov 4 th (Thurs)	X	X
Nov 5 th (Fri)	X	X

CARS Technical Support

CARS@gdit.com 877-249-9117

Resources

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CARS Technical Support

CARS@gdit.com

877-249-9117

